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| Role profile | |  | | |
| **Job Details** | | | | |
| **Job Title:** | Housing Assistant | | **Service Area:** | Housing Management |
| **Based:** | 1 Northinch Court G14 0UG | | **Report to:** | Senior Housing Officer |
| **EVH Grade:** | Grade 6 points PA17 to PA20 | | **Date Completed:** | May 2023 |
| **Job Summary:** | | | | |
| Operating within a strong performance and customer focused culture you will be expected to assist and support Housing Management staff to provide an efficient, effective housing management service in areas such as arrears management and control, void management, allocations and estate management.  A highly motivated team player, you will be instinctively customer focused and have a ‘solution first’ attitude to ensure that our customers’ experience of our service remains positive. You will demonstrate the importance of working with tenants to achieve excellent customer service. You will ensure the required outcomes of the Scottish Social Housing Charter are met for our tenants. | | | | |
| **Behaviours and Competences:** | | | | |
| **Our Organisational Behaviours and Competencie****s:**   * **Integrity and Trust** * **Quality** * **Sustainability** * **Transparency** | | | | |

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| **Respect and Trust** | **Communicating Effectively** |
| * Cares about customers and colleagues * Builds and develops trust being approachable, patient, helpful and supportive * Demonstrates an understanding of customer needs and expectations. * Acknowledges and respects others different backgrounds, perspectives and beliefs * Treats people with fairness, honesty and dignity | * Communicates clearly and openly with others.-Clear, concise and factual * Listens empathetically to people * Shares relevant information in a timely manner. * Is open to and actively seeks feedback, listens and responds accordingly. * Is confident to speak up and share their views with others. |
| **Being Professional** | **Team working** |
| * Delivering quality services, tailored to meet the needs of our customers * Takes ownership for their behaviour, performance and quality of work. * Uses time and resources wisely * Ensures Value for Money * Seek better solutions for our customers by going the “extra mile “ * Have a flexible and adaptive approach to resolving challenges * Anticipate and manage risk associated with your decisions | * Asks for help when needed and provides support to others. * Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions * Generate and seek out ideas from others to specific challenges * Understands how your behaviour can be interpreted and considers the impact on others. |

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| **Person Specification:** |
| **The essential/desirable criteria for this post are detailed below:** |

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|  | **Essential** | **Desirable** | **Evidence** |
| **Education and Qualifications** |  | * HNC in Housing Studies or equivalent. * Member of the Chartered Institute of Housing | * Application Form |
| **Experience** | * Experience of supporting a housing and estate management service or providing front line customer service. * Competent user of Microsoft Excel, Word and Outlook. | * Experience of working within a RSL or Local Authority | * Application form * Interview & skills test |
| **Specialist Knowledge** |  | * Have used CAPITA (Open Housing) or similar data management system. | * Application form * Skills test |
| **Skills** | * Excellent written and verbal communication and interpersonal skills, including an ability to report information clearly and concisely. * Customer centred approach, flexible, confident, empathetic with an assertive manner * Commitment to team working & ability to work positively within a small team * Ability to manage a demanding workload and meet deadlines. * Ability to work on own initiative and make decisions and plan and organise own workload. * Self-motivated problem solver with a proactive approach to problem solving and continuous improvement * Good interpersonal skills with the ability to liaise and negotiate effectively with internal and external customers, tenants and agencies, building effective partnership working. |  | * Application form * Interview and test * References |
| **Other** | * Ability to demonstrate a flexible, conscientious approach to work. * Ability to demonstrate a positive approach to new ideas and ways of working. |  | * Application form * Interview |

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| A Disclosure Scotland check at Basic level will be required for this post. | |
| **Job Outputs** | |
| **Role output:** | **Includes the requirement to:** |
| Purpose of the Role | * To assist and support Housing Management staff to provide an efficient, effective housing management service in all areas of Housing Management |
| Housing list | * To manage all aspects of tenancy allocation - from application through to tenancy start, in line with current policies, procedures and good practice * To ensure applications for housing and the priority they are given are assessed appropriately and in line with targets, dealing with all aspects of the process including managing the waiting list review. * To respond to Housing List enquiries face to face/online/ or in writing in line with targets |
| Administering Voids | * To update the voids database in relation to termination of tenancies and new tenancies, liaise with repairs & other departments and advising Housing Officer as required, in line with relevant procedures. * To be responsible for managing the tenancy termination process in line with Void Property Procedures. * To make up sign up packs for new tenants. * To complete the sign up of a new tenants and create all necessary paperwork * To create new tenant files and archive old tenant files. |
| Estate Management/ Anti-Social Behaviour | * To deliver the estate management service through proactive estate management inspections and responding to complaints in line with the Estate Management policies and procedures. |
| Rent Accounting | * To update the housing management system with new tenant details in line with Void Property Procedures. * To carry out rent account adjustments as required in line with relevant guidance and procedures. * To administer registered rents in conjunction with the Senior Housing Officer, ensuring they are managed in the required timescales and as appropriate in line with current guidance * To deal with general rent enquiries * To assist the Senior Housing Officer with the rent increase process as per the current Policies and Procedures * To deal with rent account queries and take rent payments as and when required |
| Rent Arrears | * To support housing officers to manage rental income through effective management of low level arrears, as per current policies and procedures. * To manage former tenants arrears - setting up repayment plans, referring to debt collection services, preparing information for DOH for write offs * To sign post tenants to support agencies |
| General | * To attend training courses, seminars and conferences as required. * To maintain and update knowledge of applicable regulation, legislation, guidance and good practice * To provide general support as required to ensure the delivery of an efficient, effective Housing Management Service. * To support the Housing Officers with Annual Home Visits and new tenancy visits * To provide reception and telephone assistance as required by Corporate Services * Any other duties commensurate with grade & experience |
| **Interdependences:** | |
| * Housing Management Staff * Property Services Staff * External Agencies * Corporate Services Staff | |